

**CITY OF CARLSBAD
CLASS SPECIFICATION**

JOB TITLE: **CODE COMPLIANCE SPECIALIST I
CODE COMPLIANCE SPECIALIST II**

DEPARTMENT: **HOUSING AND NEIGHBORHOOD SERVICES**

BASIC FUNCTION:

Under general supervision, perform field investigation and office work to enforce and ensure compliance of occupancy, zoning, sign, vehicle abatement, building and housing codes and/or quality standards and other ordinances. Perform related work as required.

DISTINGUISHING CHARACTERISTICS:

Code Compliance Specialist I is the entry level class of the Code Compliance series. Positions at this level typically perform under the direction of a Code Compliance Specialist II, performing the more routine activities. An incumbent's work is reviewed in progress and/or upon completion for accuracy and completeness. Problems are resolved in compliance with codes and city policies; assistance or direction from the Code Compliance Specialist II may be requested when sensitive issues are involved.

Code Compliance Specialist II is normally filled by advancement from the lower grade of Code Compliance Specialist I, or, when filled from the outside, require prior code enforcement or similar experience. This class is assigned the full range of code enforcement and other neighborhood services related duties. Incumbents work independently, scheduling their own work within required time frames to meet objectives, under general supervision by the Director of Housing and Neighborhood Services. Problems are resolved in keeping with codes and City policies; assistance or direction from the Director may be requested when sensitive issues are involved. The Code Compliance Specialist II assists in the training and supervision of lower-level Specialist, assigning and reviewing work for completeness and accuracy as required and assisting with higher level problem-solving issues and/or situations

KEY RESPONSIBILITIES and ESSENTIAL DUTIES:

Assist with planning efforts to develop programs to generate citizen involvement in property maintenance and neighborhood improvement efforts within identified neighborhoods;

Facilitate neighborhood and community-based problem solving. Provide information and assist with education opportunities to neighborhood organizations to assist with neighbor-to-neighbor problem solving;

Make policy recommendations on needed changes to city policies and/or codes to improve neighborhood-oriented service delivery and/or problem-solving;

Perform office and field investigative work in the enforcement of City codes, ordinances, and abatement regulations. Conduct housing quality standards compliance review and document violations and/or corrections required to ensure continued participation in city programs;

Address and resolve complaints regarding enforcement and compliance of city codes, ordinances, and abatement regulations. Take appropriate action for disposition of complaints and clarify applicable ordinances; resolves disputes or refers matters to other departments and/or agencies as applicable;

Provide information to property owners, tenants, and the general public through individual contact in the field, over the counter, and by telephone;

Prepare and maintain inspection files, records, and logs;

Write letters and prepare notices of violation regarding matters being investigated;

Coordinate actions with other departments in the enforcement of code violations when necessary;

Testify when necessary in hearings and court proceedings, and follow-up to ensure compliance;

REPORTING RELATIONSHIPS:

These positions report to the Housing and Neighborhood Services Director.

KNOWLEDGE, SKILLS AND ABILITIES: (Cumulative at each higher level)

Knowledge of:

Code Compliance Specialist I

Neighborhood associations and organizations involved in providing community and neighborhood services;

Procedures and techniques involved in the investigation, documentation, and enforcement of codes and regulations;

Principles and practices of municipal zoning and land use.

Code Compliance Specialist II

Principles and best practices of neighborhood and program planning to assist with problem-solving efforts;

Federal, State and Local Ordinances and/or Laws pertaining to zoning, occupancy, sign, vehicle abatement, building and housing codes and quality standards, and other neighborhood maintenance ordinances and/or policies.

Skill and Ability to:
Code Compliance Specialist I

Assess neighborhood conditions and determine needed improvements;

Communicate effectively with citizens of varying socioeconomic backgrounds;

Develop productive relationships for creating partnerships in problem-solving;

Apply procedures and techniques involved in the investigation, documentation, and enforcement of ordinances, codes, and regulations;

Act calmly, rationally, decisively, and tactfully in difficult situations, but also be firm when necessary to gain compliance;

Ability to read, properly interpret, and use good judgment to make decisions pertaining to enforcement of laws, regulations, and policies;

Photograph violations being investigated;

Communicate clearly and concisely in well-written reports and other documents;

Access information from computer files;

Understand and carry out oral and written instructions;

Work independently in the absence of supervision.

Code Compliance Specialist II

Think in a strategic manner to develop alternative problem-solving and/or code compliance solutions when necessary;

Work cooperatively with neighborhood leaders, city officials, media representatives and the general public;

Assist in the training and supervision of less experienced personnel.

TYPICAL EXPERIENCE AND EDUCATION: (Cumulative at each higher level)

Code Compliance Specialist I

Any combination of training, education, and experience which demonstrates an ability to perform the duties of the position. A typical qualifying entrance background is work involving public contact, enforcement of established standards or requirements. Supplemental specialized training in planning, zoning, or inspection is desirable.

Code Compliance Specialist II

Any combination of training, education, and experience which demonstrates an ability to independently perform the duties of the position at a journey level. A typical qualifying entrance background is two or more years of increasingly responsible experience performing code compliance, extensive public contact involving enforcement of established standards or requirements and/or related work.

SPECIAL REQUIREMENTS: (Cumulative at each higher level)

Code Compliance Specialist I

Possession of or ability to obtain a Class C California Driver's License. May be required to work after hours and weekends. Must complete PC832 training within six months in the position.

Code Compliance Specialist I

Prior training in PC 832.

PHYSICAL/MENTAL DEMANDS AND ENVIRONMENTAL SETTING:

PHYSICAL AND MENTAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects, tools or controls; reach with hands and arms; stand; talk and hear; walk; sit; climb or balance; stoop, kneel, crouch or crawl; and lift or move up to 100 pounds with assistance or lifting equipment.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Mental Demands:

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; observe and interpret situations; learn and apply new information or new skills; work under deadlines with constant interruptions; interact with City staff and

other organizations; and frequently deal with dissatisfied or quarrelsome individuals.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee regularly works in outside weather conditions. The employee is occasionally exposed to wet or humid conditions, vibration, airborne particles, toxic or caustic chemicals, and risk of electrical shock. The noise level is occasionally loud.